

ABSTRACT OF THE DISCLOSURE

An apparatus of the present invention establishes a real-time communication session with a remote communication device in order to enable a customer service representative at the remote communication device to diagnose an operational

5 problem associated with the apparatus. The foregoing apparatus utilizes a communication interface, an input interface, and logic. The communication interface is configured to establish a real-time communication session with a remote communication device. The input interface is configured to receive a request for contacting a customer service representative and to receive input data from a user of

10 the apparatus during the established communication session. The logic is configured to transmit, to the communication interface and in response to the request, a command signal instructing the communication interface to establish the real-time communication session. The logic is further configured to transmit, during the real-time communication session, the input data to the remote communication device via

15 the communication interface. The apparatus is configured to perform at least one non-telephonic function, and the remote communication device is configured to interface the input data with a customer service representative, thereby assisting the customer service representative to diagnose an operation problem associated with the apparatus in performing the non-telephonic function.

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